

DOT/FAA/AR-95/40

Office of Aviation Research
Washington, DC 20591

Dupe Checklist System: Instructor's Guide for Security Supervisor Initial Training

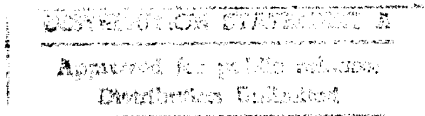
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February 1996

Final

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U.S. Department of Transportation
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1.0 INTRODUCTION

1.1 General

The Resolution Procedures Training Program is an integral element of the Dupe Checklist System. The training program currently includes the following documents:

- a. Resolution Procedures Manual (RPM).
- b. Instructor's Guide for Security Supervisor Initial Training.
- c. Instructor's Guide for Security Supervisor Recurrent Training Guide.
- d. Train The Trainer (TTT) Self-Study Resource Material.
- e. Video presentation: Passenger Interview.

The documents (except the TTT Self-Study Resource Material) have been designed for classroom training of air carrier Security Supervisors and Passenger Service Agents (PSA). The documents may also be used for training of other air carrier employees, such as skycaps and special services personnel, who provide direct ground services to passengers. Additionally, in accordance with the air carrier's FAA-approved Security Supervisor training program, selected portions of the training material may be provided to trainees (Security Supervisor class participants) for home study.

See Appendices C (training tips) and D (training requirements and material resource identification) for additional training information.

1.2 Document Use

This document has been prepared for instructor use. The instructor must be totally familiar with all the material provided. He should not convey the material in this document verbatim to the trainees, but use it as a reference tool prior and during classroom sessions. The instructor may, at his/her discretion, provide selected sections from this guide as handouts.

1.3 Purpose

The purpose of the Initial Training Program is to introduce the Security Supervisor to the Dupe Checklist System and its associated resolution procedures. The initial training is designed to provide the Security Supervisor with the background, knowledge and resource material required to perform interviews with passengers who provide Failed Checklist Answers (FCA) and who have not cleared through the initial questioning performed by the Passenger Service Agent (PSA). Portions of this training program will be used for the training of PSAs and, at air carrier discretion, of other personnel.

1.4 Authorized Trainers

The training sessions described in this manual will be given by the air carrier or its security vendor authorized trainers only. Authorized trainers must have completed the Train-The-Trainer (TTT) Self-Study Resource Material.

1.5 Restriction Notice

Dissemination of the material included in this manual shall be restricted to authorized individuals with an operational need-to-know in accordance with Federal Aviation Regulation (FAR) 191.

2.0 DOCUMENT ARRANGEMENT

2.1 Session Sequence and Duration

The Security Supervisor Initial Training Program is comprised of eight (8) sessions, totaling six (6) hours of actual instruction time (excluding breaks). The total instruction time may be reduced by up to 25 percent if home study is incorporated into the Security Supervisor Initial Training Program. The time required to complete each session is as follows:

| SESSION | SUBJECT | DURATION (Minutes) |
|---------|---|-----------------------|
| I | Introduction | 30 |
| II | The Checklist Card, Its Use and Contents | 40 |
| III | Failed Checklist Answers (FCA) | 50 |
| IV | Resolution Procedures Steps (RPS) | 30 |
| V | Passenger Interview Guidelines | 50 |
| VI | Passenger Interview Demonstration (Video) | 30 |
| VII | FCA Resolution Outcomes and Baggage/Item Inspection Level (BIL) | 100 |
| VIII | Training Conclusion and Quiz | 30 |
| | | Total: 360 |

2.2 Session Layout

Each session is comprised of the following elements:

2.2.1 Information Grid

An information grid is provided at the beginning of each session. The grid provides information at-a-glance about the lesson objective, duration, method of instruction and required accomplishments.

2.2.2 Guiding Statements

A guiding statement is provided before each paragraph and/or chart within the session body. The statement appears as a question or an instruction (to the trainer). Each guiding statement is **numbered, BOLDED, AND CAPITALIZED**. The trainer should use the statements for self guidance throughout the classroom sessions. At trainer discretion, certain guiding statements may be used as instructional text (incorporated into the lecture).

2.2.3 Text

The text (to include charts) provided after each guiding statement comprises the reference material for the instructor. The instructor must be totally knowledgeable in all the material to be presented in the classroom. The essence of the texts and charts should be conveyed to the trainees by means of handouts (including the RPM), lectures, discussions and video presentation (as appropriate).

3.0 TRAINING MATERIALS

The following training materials and support equipment are required:

- a. Resolution Procedures Manual (RPM) (one per individual) .
- b. Writing board, flip chart or overhead projector and appropriate writing instruments.
- c. Student supplies, i.e. pads, pens, etc.
- d. Latest revision of the video presentation: Resolution Procedures -- Passenger Interview.
- e. Video cassette player system.

NOTES:

- The video cassette should be loaded into the player system and advanced to the starting point prior to starting the session.
- Training materials should be distributed to students prior to starting the session.

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4.0 SESSIONS

4.1 Session I. Introduction to the Dupe Checklist System and the Concept of "Duped Passengers"

| METHOD OF INSTRUCTION | OBJECTIVE |
|-----------------------|--|
| Lecture | To familiarize trainees with the Dupe Checklist System. |
| DURATION | REQUIRED ACCOMPLISHMENT |
| 30 Minutes | a. Understanding the concept of the Dupe Checklist System. b. Understanding the concept of "duped passenger." |

CLASS PROGRESSION

1. WHAT IS THE DUPE CHECKLIST SYSTEM?

The Dupe Checklist System is an FAA contingency plan for air carriers domestic security operations. It may be implemented under certain security conditions as determined by the FAA.

2. WHAT IS THE PURPOSE OF THE DUPE CHECKLIST SYSTEM?

The purpose of the Dupe Checklist System is to identify passengers who may pose a threat to the flight.

3. WHAT TYPE OF THREAT DOES THE DUPE CHECKLIST SYSTEM HELP TO IDENTIFY?

The Dupe Checklist System is intended to identify a very specific type of threat: the threat posed by a passenger carrying a bomb in his/her belongings or on his/her person without being aware of it. Other types of threats to flight operations necessitate the implementation of different security measures.

Examples are as follows:

| TYPE OF THREAT | SECURITY PROCEDURE |
|---|--|
| Weapons in aircraft cabin for a possible hijacking purpose. | Passenger screening (checkpoints) |
| Accessing the aircraft via the Air Operation Area (AOA) for a possible hijacking/sabotage purposes. | Securing the AOA through various methods such as fencing, electronic access control devices, badging system and challenging procedure. |
| A criminal willfully carrying a bomb in his/her checked baggage. | <ul style="list-style-type: none">• Passenger profiling.• Explosive Detection System (EDS). |

4. DEFINE "DUPED PASSENGER"

A passenger who has been tricked to carry a *bomb* or *incendiary device* aboard his/her flight.

5. WHAT TYPE OF PASSENGERS MAY BE DUPED TO CARRY A BOMB?

Any individual passenger. Under certain circumstances any passenger may be duped to carry a bomb in his/her baggage.

6. DO WE HAVE ANY EXPERIENCE WITH DUPED PASSENGERS?

We do not have documented domestic incidents of passengers' having been duped by terrorists. Since early in 1970 there have been several cases of bombs positively known to have been carried -- or intended to be carried -- on board airplanes by duped passengers. These duped passengers were mostly single females, 18 to 32 years old, and occasionally single males, 18 to 40 years old. They were typically non-professional, less educated individuals.

7. WHO MAY TRICK A PASSENGERS TO CARRY A BOMB ON BOARD HIS/HER FLIGHT?

A terrorist (to include sympathizers) or other type of criminal.

8. HOW A PASSENGER MAY BE TRICKED INTO CARRYING A BOMB IN HIS/HER BELONGINGS?

There are several ways to dupe a passenger into carrying a bomb in his/her belongings:

- a. A bomb is placed in an unsuspecting passenger's unattended baggage.
- b. Give an unsuspecting passenger a bag to transport on his/her flight. A bomb is concealed inside the bag.
- c. Give an unsuspecting passenger an item or a package to transport on his/her flight. The item/package contains a bomb.
- d. Give an unsuspecting passenger a gift just prior to the flight. The gift contains a bomb.
- e. A passenger may believe that he/she is involved in illegal activity. Such a passenger may believe that his/her bag contains contraband (e.g., illegal controlling substance, large sum of cash, etc.). The passenger is unaware of the fact that he/she is carrying a bomb instead of, or in addition to, the contraband.
- f. A passenger who is a terrorist or a terrorist group sympathizer may believe he/she is transporting confidential material or explosive/bomb components to their destination. In reality the passenger is carrying a bomb set up detonate during his/her flight.

9. WHAT IS THE EFFECTIVENESS OF THE DUPE CHECKLIST SYSTEM?

Properly performed the Dupe Checklist System can be very effective in identifying most types of duped passengers. Experience has shown that the vast majority of passengers respond honestly to security related questions.

10. SUMMARIZE SESSION I

Conduct a session recap. Encourage students to raise questions.

-- END SESSION I --

4.2 Session II. The Checklist Card, Its Use and Contents

| METHOD OF INSTRUCTION | OBJECTIVES |
|------------------------------|---|
| Lecture | To familiarize trainees with the dupe checklist card, its use and contents. |
| DURATION | REQUIRED ACCOMPLISHMENT |
| 40 Minutes | Understanding the structure, contents and use of the dupe checklist card. |

CLASS PROGRESSION

1. DEFINE CHECKLIST CARD

The checklist card is a printed form containing a list of preventive questions to be answered by the passenger.

2. HOW IS THE CHECKLIST CARD USED?

The checklist card is given to each passenger. The passenger is required to check off the appropriate answers on the card and based on the answers checked, further resolution procedures may be needed. Passengers who provide FCAs are subjected to resolution procedures as described in the RPM.

3. EXCEPTIONS -- FAMILY MEMBERS TRAVELING TOGETHER ON THE SAME FLIGHT

In the following cases family members traveling together on the same flight may fill out one card (per family):

- a. A married couple.
- b. A parent and his/her child/children, age 12 or younger.

4. SPECIAL SITUATION -- ORAL COMMUNICATION

Some passengers may not be able to complete the checklist card on their own. Such passengers will be asked the checklist card questions orally by a PSA using appropriate language and/or terminology. The card will be completed by the PSA who asked the questions. The PSA will subsequently write a brief explanation statement on the checklist card (in the "Remarks" section) and sign it. Unresolved FCAs will be handled by the Security Supervisor as described in the RPM. When warranted, the Security Supervisor will be assisted by the PSA for translation purposes.

Examples of passengers who may be subject to this procedure are:

- a. Unaccompanied minors.
- b. Non-English speaking passengers.

NOTE:

The air carrier, depending on operational needs, may elect to distribute checklist cards translated into other languages. Distribution of such cards must be approved by the FAA. The air carrier must have qualified PSAs (knowledgeable in the appropriate language) on duty.

- c. Individuals who are unable to read English but are able to communicate orally.
- d. Individuals who are unable to write but are able to communicate orally.

5. SPECIAL SITUATION -- NO COMMUNICATION

If neither the PSA nor the Security Supervisor has been able to establish effective communication with the passenger, the passenger's baggage will be subject to full inspection.

6. DEFINITIONS

- a. **"Preventive Question"** - Preventive questions are security related questions designed to confirm that the passenger is aware of his/her baggage and contents and is not carrying any questionable items.
- b. **"Questionable Item"** - A questionable item is any package, object or baggage acknowledged by the passenger to have been either:

- (1) Received from an unknown individual;
 - (2) Out of positive control for any length of time; or
 - (3) Packed by an unknown individual.
- c. **Unknown individual** - Any individual reported by the passenger under the program who is not the passenger's *immediate family member* or *well-known individual*. This includes distant relatives, friends, colleagues and acquaintances.
 - d. **"Positive Control"** - Visual control of the passenger's belongings, performed by the passenger himself/herself or an immediate family member.
 - e. **"Immediate Family Member"** - An immediate family member is an individual reported by the passenger as being his/her parent, sibling, spouse or child.
 - f. **Well known individual** - A long term acquaintance or relative who is known and trusted to the same extent as an *immediate family member*.

7. CHECKLIST CARD REVIEW

PASSENGER CHECKLIST CARD

Dear Passenger,

Please take a moment to answer the questions below. Your honest answers will help make your flight safe. If you need assistance or have any questions, please see a passenger service agent. Your cooperation is greatly appreciated.

- | | | YES | NO |
|----|---|-------|-------|
| 1. | Does each bag you are checking or taking on board belong to you? | _____ | _____ |
| 2. | Did only you or your spouse pack each of these bags? | _____ | _____ |
| 3. | Has your baggage remained in your possession from the time it was packed until now? | | |
| | <i>For example, if the hotel service took care of your baggage from the hotel to the airport, answer "no".</i> | | |
| 4. | A. Do you know the contents of your bag(s)? | _____ | _____ |
| | B. Do you own all items in your baggage? | _____ | _____ |
| 5. | Do any of your bags contain anything that was wrapped or packaged while you were not watching? | _____ | _____ |
| 6. | A. Are you carrying any electrical, electronic, or battery-operated items bought or acquired on this trip? | _____ | _____ |
| | B. Are you carrying any electrical, electronic, or battery-operated items that have been recently repaired? | _____ | _____ |
| | C. Are you carrying any electrical, electronic or battery-operated items that could have been in someone else's possession while you were not watching? | _____ | _____ |

Name of Passenger: _____ Flight #: _____ Date: _____

Remarks: _____

8. **HOW MANY QUESTIONS MAY A PASSENGER HAVE TO ANSWER?**

Passengers are required to respond to all six questions.

9. **WHAT DO THE QUESTIONS ADDRESS?**

The questions address subjects/situations related to the following:

- a. Baggage ownership.
- b. Baggage packing.
- c. Baggage control and possession.
- d. Baggage contents.
- e. Electronic/electrical items.

10. **CONDUCT A BRIEF DISCUSSION ON EACH QUESTION**

NOTE TO THE INSTRUCTOR: Avoid discussion about FCAs at this point.

| CHECKLIST QUESTIONS AND THEIR PURPOSE | | |
|---------------------------------------|---|--|
| QUESTION | | PURPOSE |
| a | Does each bag you are checking or taking onboard belong to you? | To help discover whether the passenger is carrying a bag for someone else. <u>NOTE:</u> Since the mid 1970s, terrorists have prepared bombs that have been built into the bag structure. Typically, such a bag-bomb had been given to a selected unsuspecting passenger just prior to his/her flight. |
| b | Did only you or your spouse pack each of these bags? | To discover whether the passenger is carrying a bomb that has been placed in his/her bag by the individual (other than the passenger) who packed the bag. |

| CHECKLIST QUESTIONS AND THEIR PURPOSE - CONTINUED | |
|--|--|
| QUESTION | PURPOSE |
| <p>c Has your baggage remained in your possession from the time it was packed until now?</p> <p><i>For example, if the hotel service took care of your baggage from the hotel to the airport, answer "no".</i></p> | To discover whether the passenger is carrying a bomb that has been placed in his/her baggage while it was out of his/her sight. |
| <p>d A. Do you know the contents of your bag(s)?</p> <p>B. Do you own all items in your baggage?</p> | To discover whether the passenger is carrying a bomb in an item or package not owned by him/her. |
| e Do any of your bags contain anything that was wrapped or packaged while you were not watching? | To discover whether the passenger is carrying a bomb in an item wrapped or packaged out of his/her sight |
| <p>f Are you carrying any electrical, electronic, or battery-operated items:</p> <p>A. Bought or acquired on this trip?</p> <p>B. That have recently been repaired?</p> <p>C. That have been in someone else's possession while you were not watching?</p> | <p>To discover whether the passenger is carrying a bomb (or related components) concealed in an electrical, electronic or battery-operated item.</p> <p>NOTE: In recent years, terrorists have been increasingly using electronic/electrical items for bomb concealment. In some cases, a small electronic device (e.g. a calculator) was used to conceal the initiating components of the bomb, i.e., battery, wires, switch, timer, detonator and a booster charge (a small amount of explosive). This initiating device was placed in close proximity to the main explosive charge, which had been concealed elsewhere in the bag and/or its contents.</p> |

11. SUMMARIZE SESSION II

Conduct a session recap. Encourage students to raise questions.

-- END SESSION II --

4.3 Session III. Failed Checklist Answers (FCA)

| | |
|---|---|
| METHOD OF INSTRUCTION Lecture | OBJECTIVE To familiarize trainees with each FCA and its implication. |
| DURATION 50 Minutes | REQUIRED ACCOMPLISHMENT Knowing each FCA and the possible threat it represents. |

CLASS PROGRESSION

1. DEFINE “FAILED CHECKLIST ANSWER” (FCA)

An answer checked by the passenger on the checklist card indicating that he/she needs to be subjected to further resolution procedures.

2. WHAT ARE “FURTHER RESOLUTION PROCEDURES?”

Further resolution procedures are the procedures described in the RPM. They consist of:

- a. Specific set of Resolution Procedure Steps (RPS) to be performed by the PSA; and
- b. Broad set of RPS to be performed by the Security Supervisor.

The details of the resolution procedures are discussed in the next session.

3. HERE IS THE CHECKLIST CARD, SHOWING ALL POSSIBLE FCAs
MARKED WITH AN - F-:

PASSENGER CHECKLIST CARD

Dear Passenger,

Please take a moment to answer the questions below. Your honest answers will help make your flight safe. If you need assistance or have any questions, please see a passenger service agent. Your cooperation is greatly appreciated.

- | | YES | NO |
|---|-------|-------|
| 1. Does each bag you are checking or taking on board belong to you? | _____ | - F - |
| 2. Did only you or your spouse pack each of these bags? | _____ | - F - |
| 3. Has your baggage remained in your possession from the time it was packed until now? | | |
| <i>For example, if the hotel service took care of your baggage from the hotel to the airport, answer "no".</i> | | |
| | _____ | - F - |
| 4. A. Do you know the contents of your bag(s)? | _____ | - F - |
| B. Do you own all items in your baggage? | _____ | - F - |
| 5. Do any of your bags contain anything that was wrapped or packaged while you were not watching? | - F - | _____ |
| 6. A. Are you carrying any electrical, electronic, or battery-operated items bought or acquired on this trip? | - F - | _____ |
| B. Are you carrying any electrical, electronic, or battery-operated items that have been recently repaired? | - F - | _____ |
| C. Are you carrying any electrical, electronic or battery-operated items that could have been in someone else's possession while you were not watching? | - F - | _____ |

Name of Passenger: _____ Flight #: _____ Date: _____

Remarks: _____

4. **BRIEFLY DISCUSS EACH FAILED CHECKLIST ANSWER (FCA) AND THE POSSIBLE THREAT IT REPRESENTS:**

a. **CHECKLIST QUESTION 1:**

Does each bag you are checking or taking on board belong to you?

PASSENGER RESPONSE (FCA): No.

POSSIBLE THREAT: The passenger may carry a bomb inside a bag that does not belong to him/her.

It is important to realize that a terrorist could install a bomb into an apparently empty bag that is then given to the unsuspecting passenger to pack and take on the flight. A terrorist might also ask another passenger to check in an already packed bag for him, giving some excuse such as wanting to avoid an excess baggage fee. A bomb may be concealed using any of the following methods:

- (1) The bomb may be concealed inside the bag.
- (2) The bomb may be built into the bag structure.
- (3) The bomb may be concealed inside an item carried in the bag.

b. **CHECKLIST QUESTION 2:**

Did only you or your spouse pack each of these bags?

PASSENGER RESPONSE (FCA): No.

POSSIBLE THREAT: The passenger may carry a bomb placed in the bag by the person who packed it.

Some possible scenarios are:

- (1) The bomb may have been placed in the bag, e.g., hidden under or among the bags original contents.
- (2) The bomb may have been concealed in an article or package which is owned by the passenger.
- (3) The bomb may have been concealed in an article or package which has been added to the bags contents.

c. **CHECKLIST QUESTION 3:**

Has your baggage remained in your possession from the time it was packed until now?

For example, if the hotel service took care of your baggage from the hotel to the airport, answer "no".

PASSENGER RESPONSE (FCA): No.

POSSIBLE THREAT: The passenger may carry a bomb that has been placed in his/her bag while out of sight.

The possible scenarios indicated for checklist question 2 above apply for this FCA as well.

d. **CHECKLIST QUESTIONS 4:**

A. *Do you know the contents of your bag(s)?*

B. *Do you own all items in your baggage?*

PASSENGER RESPONSE (FCA) TO EITHER OF THE QUESTIONS:
No.

POSSIBLE THREAT: The passenger may carry a bomb concealed in an article or package that does not belong to him/her.

Examples of possible scenarios:

(1) The passenger may have received a "gift" (for himself) containing a bomb.

(2) The passenger may have accepted an item or package containing a bomb, addressed to a fictitious person at the passenger destination.

e. **CHECKLIST QUESTION 5:**

Do any of your bags contain anything that was wrapped or packaged while you were not watching?

PASSENGER RESPONSE (FCA): Yes.

POSSIBLE THREAT: The passenger may be carrying a bomb concealed in an item that was wrapped or packaged out of his/her sight.

Examples of possible scenarios:

- (1) The passenger may have selected an item for purchase. The item was wrapped out of the passenger's sight.
- (2) The passenger may have selected an item for purchase. The item actually given to the passenger was a different one, already wrapped or packaged.
- (3) The passenger may have received a wrapped gift which he/she has not opened yet.

f. **CHECKLIST QUESTION 6:**

- A. *Are you carrying any electrical, electronic, or battery-operated items bought or acquired on this trip?*
- B. *Are you carrying any electrical, electronic, or battery-operated items that have been recently repaired?*
- C. *Are you carrying any electrical, electronic, or battery-operated items that could have been in someone else's possession while you were not watching?*

PASSENGER RESPONSE (FCA) TO ANY OF THE QUESTIONS: Yes.

POSSIBLE THREAT: The passenger may be carrying a bomb and/or related components concealed in an electrical, electronic or battery-operated device.

Examples of possible scenarios:

- (1) The passenger may have purchased an electrical/electronic device. The item given or delivered to the passenger contains a bomb or related components.
- (2) A bomb or related components may have been concealed in the device during the course of repair or alteration.
- (3) A bomb or related components may have been concealed in the device while not in the passengers possession.

5. SUMMARIZE SESSION III

Conduct a session recap. Encourage students to raise questions.

-- END SESSION III --

4.4 Session IV. Resolution Procedures Steps (RPS)

| METHOD OF INSTRUCTION | OBJECTIVES |
|-----------------------|--|
| Lecture | To familiarize trainees with: <ol style="list-style-type: none">1. Resolution Procedures Steps (RPS).2. Passenger Service Agent resolution authority.3. Security Supervisor resolution authority. |
| DURATION | REQUIRED ACCOMPLISHMENT |
| 30 Minutes | <ol style="list-style-type: none">1. Understanding the Resolution Procedures Steps (RPS).2. Knowing the roles of the PSA and the Security Supervisor. |

CLASS PROGRESSION

1. **BY WHAT MEANS ARE RESOLUTION PROCEDURE STEPS PERFORMED?**

RPS are performed by interviewing the passenger (questioning).

2. **EXPLAIN HOW THE RESOLUTION PROCEDURES ARE STRUCTURED:**

Each checklist question has a designated resolution procedure divided into two sequential groups:

- a. PSA Action.
- b. Security Supervisor Action.

3. **DESCRIBE THE STRUCTURE OF THE RESOLUTION PROCEDURES CHARTS:**

Below is the Resolution Procedures chart for checklist question #2:

Question 2: *Did only you or your spouse pack each of these bags?*

Passenger response: *No.*

| Question 2 -- Resolution Procedures | | | |
|-------------------------------------|--|--|--|
| PSA Action | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 2A | Please show me which bags were not packed by you or your spouse. | Points to bags | Go to RPS-2B |
| 2B | Please tell me who packed each of these specific bags. | <i>Immediate family member</i> (other than spouse) or <i>well known individual</i> | Go to RPS-2C |
| | | <i>Unknown individual</i> | Go to RPS-2D (<u>Security Supervisor Action</u>) |
| 2C | Were the bags packed under your supervision? | Yes | No further action |
| | | No | Go to RPS-2D (<u>Security Supervisor Action</u>) |
| Security Supervisor Action | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 2D | <p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <p>1) The <i>unknown individual</i> who packed the bags and his/her relation to the passenger; or</p> <p>2) The <i>immediate family member</i> or <i>well known individual</i> who packed the bags; and</p> <p>3) The history of the bags packed by the <i>unknown individual</i> or the <i>immediate family member</i> or <i>well known individual</i>.</p> <p>If practical (present at the airport), the Security Supervisor will interview the individual or the <i>immediate family member</i> who apparently packed the bags.</p> | <p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none">• The Security Supervisor will provide all data obtained from the passenger and the person who packed the bags (if appropriate) to the appropriate airport/air carrier security personnel, per contingency plan.• Airport/air carrier security personnel may perform additional questioning, as required and authorized, per contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none">• Appropriate BIL, per outcome of RPS and contingency plan. | |

4. WHAT ARE THE ROLES OF THE PSA IN THE RESOLUTION PROCEDURE PROCESS?

The roles of the PSA are to:

- a. Ask a fixed (pre-arranged) set of questions for each FCA;
- b. Compare the answers provided by the passenger to the answers listed on the appropriate RPM charts; and
- c. Use any of the following options, as specified in the charts:
 - (1) Go to the next question; or
 - (2) Take no further action; or
 - (3) Summon the Security Supervisor for further action. The Security Supervisor will obtain all pertinent information from the PSA.

NOTE:

Additionally, the PSA should summon the Security Supervisor in the following cases:

- (a) The passenger supplies conflicting answers.
- (b) The passenger exhibits signs of hesitation or nervousness.
- (c) The passenger refuses to complete the checklist card.
- (d) The passenger refuses to cooperate with the PSA.

The Security Supervisor will perform further questioning and/or initiate further appropriate action.

5. SUMMARIZE THE ROLE OF THE PSA:

The roles of the PSA are to:

- a. Ask a fixed set of questions, check answers; and
- b. Summon the Security Supervisor when appropriate.

6. WHAT ARE THE ROLES AND RESPONSIBILITIES OF THE SECURITY SUPERVISOR IN THE RESOLUTION PROCEDURE PROCESS?

The Security Supervisor role is to:

- a. Respond to PSA requests for assistance;
- b. Interview passengers with FCAs not resolved by the PSA;
- c. Evaluate answers, exercise judgment; and
- e. Make decisions regarding further actions.

7. EXPAND ON THE SECURITY SUPERVISOR RESPONSIBILITIES:

- a. The Security Supervisor must obtain all available pertinent information from the PSA prior to performing any further questioning.
- b. The Security Supervisor will perform passenger interviews based upon a systematic approach, judgment and evaluation of the information, as well as circumstances and answers provided by the passenger.
- c. No set of fixed questions are available for interviews performed by the Security Supervisor. Rather, the Security Supervisor will direct the interview to address specific points that require resolution.

Passenger interview guidelines and techniques will be discussed in the next session.

8. CAN THE AIRPORT LAW ENFORCEMENT OFFICER (LEO) BE SUMMONED TO PERFORM ADDITIONAL QUESTIONING OR TAKE FURTHER ACTION?

If the Security Supervisor believes that the passenger and/or his/her baggage presents an immediate risk to other passengers, employees, bystanders or airport/airline operation, a LEO must be summoned to take over.

9. CONCLUDE THE SESSION:

Conduct a session recap. Encourage students to raise questions.

-- END SESSION IV --

4.5 Session V. Passenger Interview Guidelines

| METHOD OF INSTRUCTION | OBJECTIVE |
|-----------------------|---|
| Lecture | To provide trainees with guidelines and techniques to perform passenger questioning |
| DURATION | REQUIRED ACCOMPLISHMENT |
| 50 Minutes | Understanding the principles of proper passenger interview. |

CLASS PROGRESSION

1. WHAT IS A PASSENGER INTERVIEW?

First, it is important to clarify what it is NOT: It is NOT a law enforcement investigation or interrogation.

By definition, a passenger interview is a guided conversation between the PSA/Security Supervisor and the passenger intended to resolve FCAs provided by the passenger on the checklist card.

The ultimate purpose of the interview is to identify passengers who may have been duped into carrying a bomb in their baggage/belongings.

2. INTERVIEW SCOPE:

An interview will take place only if the passenger has provided a FCA on the checklist card. The interview will only address matters directly associated with the FCA.

3. INTERVIEW GUIDELINES:

- a. Privacy - To the extent possible, interviews should be conducted quietly. The interviewer should take every possible precaution to keep the conversation beyond the hearing range of other persons.

- b. Explanation - Prior to each interview commencement the interviewer should provide the passenger with a proper explanation as to the reason why the interview is being performed. The explanation should include a statement such as the following:

Sir/Madam, I need to ask you a few questions for your own safety and the safety of the flight. The questions will only be related to the checklist card you have completed.

- c. Tact and Courtesy - Upon initial contact with the passenger the Security Supervisor should greet the passenger and introduce himself/herself. The interview should be carried out as a friendly conversation, not as an interrogation. It must be performed with tact and courtesy, with questions conveyed in a non-confrontational manner. The term "please" must be incorporated into the questioning as frequently as necessary. The Security Supervisor should thank the passenger upon completion of the interview.
- d. Softening Statements - Softening statements should be incorporated into the interview process as frequently as possible. Such statements help to conduct the interview in a non-confrontational manner. Security Supervisor experience has shown that softening statements normally help to improve passenger cooperation.

A softening statement will always be followed by a question. For example, if the passenger indicated on the checklist card that he/she did not pack his/her baggage, a possible softening statement and a follow-up question would be:

Softening
statement: *"I understand that your baggage was not packed by you."*

Follow-up
question: *"Please tell me who packed your baggage."*

| PROPER AND IMPROPER WORDING OF POSSIBLE QUESTIONS | |
|---|--|
| PROPER | IMPROPER |
| I understand that your bag was packed by somebody else. Please tell me who packed this bag. | Who packed your bag? |
| Would you please tell me how this individual is related to you? | What is the connection between you and this person and why did you allow him/her to pack your bag? |
| Please tell me who supervised the packing process of this bag. | Why did you allow him/her to pack your bag without your supervision? |

- e. Passenger Concerns - Some passengers may be reluctant to supply honest answers because of a lack of understanding as to the scope and purpose of the interview. Once such a situation is recognized, the interviewer should promptly provide the passenger with an appropriate "reassurance statement," such as the following:

Sir madam, please let me reassure you that this interview is being performed for safety purposes only. The interview is not done for law enforcement purposes, and it has nothing to do with agencies such as the DEA, INS, ATF or Customs.

- f. Terminology - The Security Supervisor should be capable of recognizing the type of person being interviewed. Terminology used by the interviewer should be appropriate to the specific passenger being questioned.
- g. Interview Control - The flow of the interview should be controlled by the Security Supervisor, not by the passenger.
- h. Leading and Open-ended Questions:

(1) **Leading question:**

A question resulting in an answer of "yes" or "no," or a question generating an answer repeating a part of the question text.

Leading questions usually start with words such as
"Did...?" "Do...?" "Have...?" "Had...?" "Has...?"
"Is...?" "Was...?" "Are...?"

(2) **Open Ended Question:**

A question intended to generate a complete answer, other than "yes"/"no" or repeating a part of the question text.

Open-ended questions usually start with words such as the following: "Who...?" "When...?" "Where...?"
"Why...?" "What...?" "How...?" "Which...?"

| EXAMPLES OF <u>LEADING</u> AND <u>OPEN-ENDED</u> QUESTIONS ADDRESSING IDENTICAL TOPICS | | |
|--|---|---|
| SUBJECT ADDRESSED | LEADING QUESTIONS | OPEN-ENDED QUESTIONS |
| Radio repair | Have you repaired this radio? | Please tell me who repaired this radio? |
| History of passenger/bag | Did you come from the hotel or home? | Where are you coming from, please? |
| Bag ownership | Have you owned this bag for at least one year? | Please tell me how long you have owned this bag. |
| Relationship | Are you a friend of the person who packed your bag? | Please tell me how you are related to the person who packed your bag. |

NOTE:

To the extent possible, the use of leading questions should be minimized for the following reasons:

- Asking leading questions, as the name implies, invariably leads the passenger into a limited choice of answers, usually "yes" or "no". From an operational standpoint, we are interested in complete answers, such as those generated by open-ended questions.
- Experience has shown that excessive use of leading questions is occasionally interpreted by passengers as a lack of professionalism. Positive public perception of the air carrier security operation is highly important.

- i. Attention To Passenger and Body Language - The Security Supervisor should pay full attention to the passenger during the interview process. The passenger body language needs to be observed. Irregularities, e.g., signs of hesitation, nervousness or unusual behavior should be noted and addressed using direct questions.

4. CONCLUDE SESSION V:

Conduct a session recap. Encourage trainees to raise questions.

-- END SESSION V --

4.6 Session VI. Passenger Interview Demonstration

| METHOD OF INSTRUCTION | OBJECTIVE |
|-----------------------|--|
| Video presentation | To provide trainees with a demonstration of proper interview procedures. |
| DURATION: | REQUIRED ACCOMPLISHMENT: |
| 30 Minutes | Understanding PSA and Security Supervisor proper interview procedures. |

CLASS PROGRESSION

1. STATE:

The video presentation you are about to watch will provide you with a demonstration of proper interview procedures. The video provides two interview demonstrations as they apply to the PSA and the Security Supervisor.

It is important to bear in mind that this video has been prepared for classroom training purposes. This presentation does not intend to simulate real-life busy airport terminal conditions.

2. SHOW VIDEO:

Ask students to take notes to be used in the session recap.

3. SUMMARIZE INTERVIEW DEMONSTRATION:

- a. Encourage students to come up with questions or raise issues regarding the interview demonstration.
- b. Using the video demonstration, address the following points:
 - (1) Explanation given to passengers.
 - (2) Softening statements used.
 - (3) The use of open-ended and leading questions.

- (4) Methodology (sequence) of questions asked.
 - (a) Adherence of PSA questioning to RPM requirements.
 - (b) Security Supervisor questioning -- points addressed per RPM requirements.

-- END SESSION VI --

4.7 Session VII. FCA Resolution Outcomes and BILs

| | |
|---|---|
| METHOD OF INSTRUCTION Lecture | OBJECTIVE To provide trainees with possible resolution outcomes and appropriate BILs for each FCA. |
| DURATION 100 Minutes | REQUIRED ACCOMPLISHMENT Ability to conclude the interview and determine the appropriate BIL required for a given situation. |

CLASS PROGRESSION

NOTES:

- For training purposes, this session covers some possible resolution outcome combinations and BIL required for each FCA. The actual passenger interview may yield outcome combinations that will be different from those described in this session. In such cases the Security Supervisor must decide which BIL is the most appropriate for each given situation.
- An actual resolution case may involve more than one FCA. For example a passenger is carrying an item from an unknown individual in his/her bag and the bag has been out of the passenger control for a few hours. This example presents two FCAs. The Security Supervisor must make a decision which BIL is the most appropriate for each specific situation.
- Reprints of the Resolution Procedure Steps (RPS) charts from the RPM are included in this session. For easier reference during classroom training the chart sections under PSA Action that do not require immediate Security Supervisor action are shaded with see-through diagonal lines.

FCA #1**1. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION**

Does each bag you are checking or taking on board belong to you?

Passenger response: *No.*

| Question 1 -- Resolution Procedures | | | |
|-------------------------------------|--|--|---|
| PSA Action | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 1A | Please show me which bags do not belong to you or are owned by you. | Points to bag. | Go to RPS-1B |
| 1B | Please tell me who owns this specific bag. | Immediate family member or well known individual. | Go to RPS-1C |
| | | Unknown individual. | Go to RPS-1E (Security Supervisor Action) |
| 1C | Please tell me how long this bag has been in your <u>continuous</u> personal possession. | Over 2 months. | Go to RPS-1D |
| | | Less than 2 months. | Go to RPS-1E (Security Supervisor Action) |
| 1D | Please tell me who owns the <u>contents</u> inside this specific bag. | I personally own all the contents. | No further action |
| | | I do not own part or all of the contents. | Go to RPS-1E (Security Supervisor Action) |
| Security Supervisor Action | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 1E | <p>The Security Supervisor will conduct an interview that will include, as a minimum, the following questions:</p> <p>1) Please tell me who packed this specific bag.</p> <p>2) Please tell me about the person who owns this bag and the circumstances under which this bag is being used by you.</p> <p>3) Please tell me the history of this bag, including any repairs or alterations made.</p> <p><u>Note:</u> If practical, the Security Supervisor will interview the apparent bag owner.</p> | <p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none">The Security Supervisor will provide all data obtained from the passenger and the apparent bag owner (if practical) to the appropriate airport/air carrier security personnel, per contingency plan.Airport/air carrier security personnel may perform additional questioning, as required and authorized, per contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none">Appropriate BIL, per outcome of RPS and contingency plan. | |

2. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #1: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|---|--|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> The passenger received the bag <u>over 2 months ago</u>. The <u>passenger packed</u> the bag. The <u>passenger owns</u> all contents. | No further action. |
| 2 | <ul style="list-style-type: none"> The passenger received the bag <u>less than 2 months ago</u>. The <u>passenger packed</u> the bag. The <u>passenger owns</u> all of the contents. | X-ray/EDS and physical inspection of the <u>emptied</u> bag (performed by the air carrier security personnel.) |
| 3 | <ul style="list-style-type: none"> The passenger received the bag <u>less than 2 months ago</u>. The <u>passenger packed</u> the bag. The passenger <u>does not</u> own part or all of the contents. | X-ray/EDS inspection and physical inspection of the <u>emptied</u> bag and the <u>contents not owned by the passenger</u> (performed by the air carrier security personnel.) |
| 4 | <ul style="list-style-type: none"> The passenger received the bag <u>less than 2 months ago</u>. The passenger <u>did not</u> pack the bag. The passenger <u>does not</u> own the contents. The bag has been <u>altered or repaired</u>. | <u>Police/bomb disposal unit inspection</u> of the bag and its contents, to include possible booby-traps. |

FCA #2**1. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION**

Did only you or your spouse pack each of these bags?

Passenger response: *No.*

| Question 2 -- Resolution Procedures | | | |
|-------------------------------------|---|--|--|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 2A | Please show me which bags were not packed by you or your spouse. | Points to bags | Go to RPS-2B |
| 2B | Please tell me who packed each of these specific bags. | <i>Immediate family member</i> (other than spouse) or <i>well known individual</i> | Go to RPS-2C |
| | | <i>Unknown individual</i> | Go to RPS-2D (<u>Security Supervisor Action</u>) |
| 2C | Were the bags packed under your supervision? | Yes | No further action |
| | | No | Go to RPS-2D (<u>Security Supervisor Action</u>) |
| <u>Security Supervisor Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 2D | <p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none">1) The <i>unknown individual</i> who packed the bags and his/her relation to the passenger; or2) The <i>immediate family member</i> or <i>well known individual</i> who packed the bags; and3) The history of the bags packed by the <i>unknown individual</i> or the <i>immediate family member</i> or <i>well known individual</i>. <p>If practical (present at the airport), the Security Supervisor will interview the individual or the <i>immediate family member</i> who apparently packed the bags.</p> | <p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none">• The Security Supervisor will provide all data obtained from the passenger and the person who packed the bags (if appropriate) to the appropriate airport/air carrier security personnel, per contingency plan.• Airport/air carrier security personnel may perform additional questioning, as required and authorized, per contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none">• Appropriate BIL, per outcome of RPS and contingency plan. | |

2. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #2: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|---|--|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> The bag was packed by an <u>immediate family member or well known person</u>. The bag was packed at the <u>passenger's residence</u>. | No further action. |
| 2 | <ul style="list-style-type: none"> The bag was packed by an unknown individual. The unknown individual is <u>employed by the passenger at his/her residence</u> (i.e. housekeeper). The bag was packed under the <u>passengers' supervision</u>. | No further action. |
| 3 | <ul style="list-style-type: none"> The bag was packed <u>6 hours or more prior to the flight</u> scheduled departure time by an unknown individual. The passenger had <u>not supervised</u> the packing process. The passenger <u>has not opened the bag</u> since packing. | Police/bomb disposal unit inspection of the bag and its contents, to include possible booby-traps. |
| 4 | <ul style="list-style-type: none"> The bag was packed <u>6 hours or more prior to the flight</u> scheduled departure time by an unknown individual. The passenger had <u>not supervised</u> the packing process. The passenger <u>has opened the bag</u> since packing. | X-ray/EDS and physical inspection of the bag and its contents (performed by the air carrier security personnel.) |

FCA #3**1. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION**

Has your baggage remained in your possession from the time it was packed until now? For example, if the hotel service took care of your baggage from the hotel to the airport, answer "no".

Passenger response: *No.*

| Question 3 -- Resolution Procedures | | | |
|-------------------------------------|---|---|--|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 3A | Please tell me where has your baggage been since it was packed. | At an immediate family property | Go to RPS-3B |
| | | At other location. | |
| 3B | Please tell me who has controlled your baggage since it was packed. | An immediate family member or well known individual. | No further action |
| | | An unknown person, or no control. | Go to RPS-3C (<u>Security Supervisor Action</u>) |
| <u>Security Supervisor Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 3C | <p>The Security Supervisor will ask additional appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) The duration for which the baggage was left at this location. 2) Whether the baggage was locked or was uniquely secured, e.g., with safety/anti-tampering seals, wrapped with duct tape, tied with a rope, etc. <p>The type of association of the passenger with the person who controlled his/her baggage.</p> <p>Note: Ask the passenger to examine the baggage and contents to see if anything has been tampered with or added</p> | <p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. | |

2. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #3: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|---|---|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> • Bag has been <u>out of passenger control for less than two hours</u>. • Bag has been at a <u>supervised/controlled</u> hotel facility, locker or other baggage storage service. • <u>No identifying writings</u> (e.g. address, destination or air carrier tags/stickers) on bag exterior while out of passenger control. | No further action. |
| 2 | <ul style="list-style-type: none"> • Bag has been <u>out of passenger control for less than two hours</u>. • <u>No identifying writings</u> (e.g. address, destination or air carrier tags/stickers) on bag exterior while out of passenger control. • <u>No tampering signs</u> on bag exterior. | The passenger will perform a <u>contents verification</u> (see definition in Appendix B.) |
| 3 | <ul style="list-style-type: none"> • Bag has been <u>out of passenger control for two to six hours</u>. • Bag has <u>not been uniquely secured</u>. • <u>No tampering signs</u> on bag exterior. | X-ray/EDS and physical inspection of the bag and its contents (performed by the air carrier security personnel.) |
| 4 | <ul style="list-style-type: none"> • Bag has been out of passenger control for <u>any length of time</u>. • <u>Evidence of tampering signs or foreign elements</u> has been identified on/in the bag. | Police/bomb disposal unit inspection of the bag and its contents, to include possible booby-traps. |

FCA #4A AND 4B

1. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION

NOTE: FCA 4A and 4B require essentially the same type of interview.

Do you know the contents of your bag(s)?

Passenger response: *No.*

| Question 4A -- Resolution Procedures | | | |
|--------------------------------------|--|--|---|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 4A-A | Call Security Supervisor | N/A | See 4A-B (<u>Security Supervisor Action</u>) |
| <u>Security Supervisor Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 4A-B | The Security Supervisor will ask appropriate questions in order to find out details about the following points: 1) The purpose/use of the contents. 2) Type of relationship between the passenger and the contents owner (i.e. friend, work associate, family, other.) 3) The source/original ownership of the contents (e.g. who purchased the items and where.) | INFORMATION EXCHANGE: <ul style="list-style-type: none">Security Supervisor will provide all data about the baggage/items obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan.Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. SECURITY INSPECTION: <ul style="list-style-type: none">Appropriate BIL, per outcome of RPS and contingency plan. | |

Do you own all items in your baggage?

Passenger response: *No.*

| Question 4B -- Resolution Procedures | | | |
|--------------------------------------|---|---|---|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 4B-A | Call Security Supervisor | N/A | See 4B-B (<u>Security Supervisor Action</u>) |
| <u>Security Supervisor Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 4B-B | <p>The Security Supervisor will ask appropriate questions in order to find out details about the following points:</p> <ol style="list-style-type: none"> 1) What items are not owned by the passenger. 2) The purpose/use of the items. 3) Type of relationship between the passenger and the owner of the items (i.e. friend, work associate, family, other.) 4) The source/original ownership of the items (e.g. who purchased the items and where.) | <p>INFORMATION EXCHANGE:</p> <ul style="list-style-type: none"> • Security Supervisor will provide all data about the items/baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan. • Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. <p>SECURITY INSPECTION:</p> <ul style="list-style-type: none"> • Appropriate BIL, per outcome of RPS and contingency plan. | |

2. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #4A AND 4B: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|---|---|---|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> Contents <u>not-owned</u> by the passenger belongs to an <u>immediate family member</u>. Passenger is <u>personally familiar</u> with the contents and its history. Contents have been <u>placed into bag by the passenger</u>. | No further action. |
| 2 | <ul style="list-style-type: none"> Passenger is <u>not personally familiar</u> with the contents and its history. Contents have been <u>placed into bag by the passenger</u>. | X-ray/EDS and/or physical inspection of the unknown contents (performed by the air carrier security personnel.) |
| 3 | <ul style="list-style-type: none"> <u>Unknown/not-owned</u> contents belong to <u>unknown individual</u>. Passenger is <u>familiar with the unknown individual</u> (e.g. long time business associate, friend or a non-immediate family member.) | |
| 4 | <ul style="list-style-type: none"> Unknown/not-owned contents <u>belong to unknown individual</u>. Passenger <u>is not familiar with the unknown individual</u> or the item in question.. | Police/bomb disposal unit inspection of the unknown/not-owned contents, to include possible booby-traps. |

FCA #5**1. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION**

Do any of your bags contain anything that was wrapped or packaged while you were not watching?

Passenger response: *Yes*

| Question 5 -- Resolution Procedures | | | |
|-------------------------------------|---|--|---|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 5A | Please tell me what item was wrapped or packaged while you were not watching. | Passenger provides information to PSA. | Go to RPS-5B |
| 5B | Please tell me who packed/wrapped this specific item. | <i>An immediate family member or well known individual.</i> | Go to RPS-5C |
| | | <i>An unknown individual.</i> | Go to RPS-5D (<u>Security Supervisor Action</u>) |
| 5C | Do you know what is inside this package? | Yes. | No further action |
| | | No. | Follow RPS for question 4A above. |
| <u>Security Supervisor Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Action | |
| 5D | The Security Supervisor will ask additional appropriate questions in order to find out details about the following points: 1) The type of item packed/wrapped. 2) The circumstances under which the item was packaged and is being carried by the passenger. 3) The relationship between the passenger and the <i>unknown individual</i> who packed the item. 4) To whom the passenger is delivering this package. 5) The purpose/use of the item. | INFORMATION EXCHANGE: <ul style="list-style-type: none">Security Supervisor will provide all data about the baggage obtained from the passenger to the appropriate airport/air carrier security personnel, per contingency plan.Airport/air carrier security personnel may perform additional questioning, as required and authorized by the contingency plan. SECURITY INSPECTION: <ul style="list-style-type: none">Appropriate BIL, per outcome of RPS and contingency plan. | |

2. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #5: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|---|---|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> The item has <u>originated</u> from an immediate family member (e.g. a painting.) The item has been <u>wrapped/packaged by the immediate family member who originated it.</u> The passenger is the <u>final recipient</u> of the item (item is not being delivered to a third party). | No further action. |
| 2 | <ul style="list-style-type: none"> The passenger <u>received</u> the item from an <u>immediate family member.</u> The item was <u>wrapped/packaged by the immediate family member.</u> The item <u>did not</u> originate from the immediate family member. | X-ray/EDS and physical inspection of the item (performed by the air carrier security personnel.) |
| 3 | <ul style="list-style-type: none"> The passenger has <u>personally</u> purchased the item. The item was purchased in a <u>non-solicited manner from a bona fide shop</u> (not from an individual.) | |
| 4 | <ul style="list-style-type: none"> The passenger has <u>purchased or received</u> the item from an <u>unknown individual.</u> The passenger is <u>delivering</u> the item to a third party (not known to the passenger.) | Police/bomb disposal unit inspection of the item, to include a possible booby-trap. |

FCA #6**1. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION (FCA 6A)**

Are you carrying any electrical, electronic, or battery-operated items bought or acquired on this trip?

Passenger response: *Yes.*

| Question 6A -- Resolution Procedures | | | |
|--------------------------------------|---|---|--|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 6A-A | Please tell me who purchased/acquired this specific electrical/electronic/ battery-operated item. | I purchased/acquired it myself, or the item was purchased/acquired by an <i>immediate family member</i> or <i>well known individual</i> . | Go to RPS-6A-B |
| | | An <i>unknown individual</i> . | Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23 |
| 6A-B | Have you or your <i>immediate family member</i> picked the item yourself/himself/ herself? | Yes. | Go to RPS-6A-C |
| | | No. | Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23 |
| 6A-C | Has this item been purchased or acquired through unsolicited offer? | No. | Go to RPS-6A-D |
| | | Yes. | Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23 |
| 6A-D | Have you or anybody else disclosed any information about your flight to the person who sold or gave you this item or to any other individual associated with the item seller/giver? | No. | Go to Checklist Question 6B |
| | | Yes. | Go to Question 6A/B/C, <u>Security Supervisor Action</u> , page 23 |

2. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #6A: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|--|--|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> The passenger has <u>personally purchased</u> the item. The passenger purchased the item in a <u>non-solicited manner from a bona fide shop</u> (not from an individual). The passenger flight information has <u>not</u> been known or disclosed to shop personnel. | No further action. |
| 2 | <ul style="list-style-type: none"> The passenger has received the item from an <u>immediate family member</u>. The item had been acquired by the <u>immediate family member</u> who gave it to the passenger. The passenger is <u>delivering</u> the item to a third party. | X-ray/EDS and physical inspection of the item (performed by the air carrier security personnel.) |
| 3 | <ul style="list-style-type: none"> The passenger has bought or acquired the item from an <u>unknown individual</u> (not from a shop). The unknown individual had knowledge of the passenger flight information. | Police/bomb disposal unit inspection of the unknown/not-owned contents, to include possible booby-traps. |
| 4 | <ul style="list-style-type: none"> The passenger has <u>purchased or received</u> the item from an <u>unknown individual</u>. The passenger is <u>delivering</u> the item to a third party. | |

3. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION (FCA 6B)

Are you carrying any electrical, electronic, or battery-operated items that were recently repaired?

Passenger response: *Yes*

| Question 6B -- Resolution Procedures | | | |
|--------------------------------------|---|---|---|
| PSA Action | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 6B-A | Please tell me who repaired the item. | Myself or immediate family member. | Go to RPS-7C |
| | | An unknown individual. | Go to RPS 7B-B (<u>Security Supervisor Action</u>) |
| Security Supervisor Action | | | |
| Resolution Procedure Steps (RPS) | | Further Action | |
| 6B-B | <p>The Security Supervisor will ask additional appropriate questions to find out details about the following points:</p> <p>1) Whether the item was repaired or modified (or both).</p> <p>2) The individual who repaired/modified the item.</p> <p>3) The circumstances under which the item was repaired/modified, to include:</p> <ul style="list-style-type: none">• What needed to be repaired/modified.• Whether the repair/modification was initiated by the passenger or another person. | Appropriate BIL, per outcome of RPS and contingency plan. | |

4. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #6B: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|--|--|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> The item was repaired in a “<u>while-you-wait</u>” type of service. The repair had been <u>initiated by the passenger</u>. The person who repaired the item <u>did not have any knowledge</u> of the passenger flight information. | No further action. |
| 2 | <ul style="list-style-type: none"> The repair had been <u>initiated by the passenger</u>. The person who repaired the item <u>did not have any knowledge</u> of the passenger flight information. | No further action. |
| 3 | <ul style="list-style-type: none"> The item has been repaired <u>within the last 2 months</u>. The repair was initiated/suggested by a person <u>other than the passenger</u>. | X-ray/EDS and physical inspection of the item (performed by the air carrier security personnel.) |
| 4 | <ul style="list-style-type: none"> The item has been repaired <u>within two months</u> prior to the flight date. The repair was initiated/suggested by a person <u>other than the passenger</u>. The person who repaired the item <u>had knowledge</u> of the passenger flight information. | Police/bomb disposal unit inspection of the item, to include a possible booby-trap. |

5. GO OVER SITUATIONS REQUIRING SECURITY SUPERVISOR ACTION (FCA 6C)

Are you carrying any electrical, electronic, or battery-operated items that may have been in someone else's possession while you were not watching?

Passenger response: *Yes.*

| Question 6C -- Resolution Procedures | | | |
|--------------------------------------|--|---|---|
| <u>PSA Action</u> | | | |
| Resolution Procedure Steps (RPS) | | Passenger Response | Action |
| 6C-A | Please tell me who possessed this item while you were not watching. | An immediate family member. | No further action |
| | | An unknown individual. | Go to RPS 7C-B (<u>Security Supervisor Action</u>) |
| Security Supervisor ACTION | | | |
| Resolution Procedure Steps (RPS) | | Further Action | |
| 6C-B | <p>The Security Supervisor will ask additional appropriate questions to find out details about the following points:</p> <ol style="list-style-type: none">1) The unknown individual who possessed the item.2) The length of time the item was in the possession of the unknown individual.3) The location where the item was possessed by the unknown individual.4) The circumstances under which the item was possessed by the unknown individual (e.g. hotel bellhop, airport skycap, bus cargo compartment, etc.) | Appropriate BIL, per outcome of RPS and contingency plan. | |

6. DISCUSS THE MATERIAL IN THE FOLLOWING CHART

| FCA #6C: INTERVIEW OUTCOME AND CONCLUSIONS | | |
|--|--|--|
| INTERVIEW OUTCOME | | CONCLUSION/BIL |
| 1 | <ul style="list-style-type: none"> The item was in the possession of an <u>immediate family member</u>. <u>No other person had access</u> to the item. | No further action. |
| 2 | <ul style="list-style-type: none"> The item was left with hotel staff, airport or transportation <u>personnel at passenger request</u>. The item was left for a period of <u>two hours or less</u>. | X-ray/EDS and physical inspection of the item (performed by the air carrier security personnel.) |
| 3 | <ul style="list-style-type: none"> The item was in the possession of any unknown individual, to include hotel, transportation or airport personnel, at passenger request. The item was left for a period of more than two hours. | Police/bomb disposal unit inspection of the item, to include a possible booby-trap. |

7. SUMMARIZE SESSION VII

Conduct a session recap. Encourage students to raise questions.

-- END SESSION VII --

4.8 Session VIII. Training Conclusion And Quiz

| METHOD OF INSTRUCTION | OBJECTIVE |
|-----------------------|---|
| 1. Lecture 2. Quiz | 1. To perform final recap of training. 2. To test trainees understanding of the basic principles of the Dupe Checklist System and its resolution procedures. |
| DURATION | REQUIRED ACCOMPLISHMENT |
| 30 Minutes | Passing the comprehension quiz |

CLASS PROGRESSION

NOTE:

Prepare sufficient quantities of quizzes and answer sheets prior to the beginning of the session start.

1. CONDUCT TRAINING RECAP

Briefly discuss material from each session. Encourage students to bring up any question or issue they may have regarding any part of the training or the RPM.

2. COVER MATERIAL FROM THE QUIZ

Cover material addressing each question on the quiz. You may do so by generating relevant discussions and/or asking the trainees a series of pertinent questions. Do not identify the subjects being discussed as quiz items to students.

3. REMIND SECURITY SUPERVISORS TO REVIEW THEIR PERSONAL COPY OF RPM REGULARLY

To remain knowledgeable in the Dupe Checklist System the Security Supervisors should review the procedures and information provided in the RPM on a regular basis.

4. RECURRENT TRAINING

The Security Supervisors will undergo annual recurrent training sessions. The recurrent training will include updates, discussions, video presentation and practice by role-playing.

5. DISTRIBUTE QUIZ TO TRAINEES

NOTE TO THE INSTRUCTOR:

Two versions of a quiz are currently available. The quizzes and their corresponding answer sheets are provided in Section 5 Comprehension Quiz. Either or both quiz versions may be used upon training completion (classroom instruction).

6. BRIEF TRAINEES

EACH TRAINEE WILL TAKE A QUIZ. THE QUIZ CONSISTS OF FOURTEEN (14) MULTIPLE-CHOICE QUESTIONS AND SIX (6) TRUE/FALSE STATEMENTS. THE PASSING GRADE IS 90 (18 CORRECT ANSWERS.) TRAINEES RECEIVING A GRADE OF LESS THAN 90 WILL NOT BE AUTHORIZED TO PERFORM THE SECURITY SUPERVISOR FUNCTIONS UNDER THE DUPE CHECKLIST SYSTEM UNLESS THEY ARE RETRAINED AND RE-TESTED IN ACCORDANCE WITH THE AIR CARRIER FAA APPROVED SECURITY SUPERVISOR TRAINING PROGRAM.

5.0 COMPREHENSION QUIZ

5.1 Quiz Version I

QUIZ

Dupe Checklist System -- Resolution Procedures Security Supervisor Initial Training

Please read before you start:

- Mark your answers on the designated sheet provided. Do not write on this document.
- Each question has only one proper answer that is more applicable than others to the Dupe Checklist System and/or its associated resolution procedures.

1. The Dupe Checklist System is a:
 - A. Air carrier voluntary program for international operations only.
 - B. FAA contingency plan for air carriers domestic (U.S.) operations.
 - C. FAA mandated anti-drug program.
 - D. Cockpit crew pre-departure safety procedure.
2. The Dupe Checklist System is intended to identify:
 - A. Individuals armed with handguns trying to gain access to the aircraft.
 - B. Passengers and/or air carrier employees who may plot to sabotage an aircraft.
 - C. Armed Law Enforcement Officers (LEO).
 - D. Passengers who may possess a bomb without being aware of it.
3. What type of individuals may be duped?
 - A. Males 42 years or older.
 - B. Any single individual flying alone one-way.
 - C. Foreigners only (non-U.S. resident.)
 - D. Anybody, under appropriate circumstances.
4. Preventive questions are:
 - A. Security related questions regarding the passenger's belongings.
 - B. Element of police investigation all passengers are subjected to.
 - C. Part of the interrogation applied to selected individuals.
 - D. Aircraft preventive maintenance checklist.

5. An "unknown individual" is:
 - A. A passenger checking-in less than two hours prior to departure time.
 - B. Any person who is not an immediate family member of the passenger.
 - C. Any person escorting the passenger to the check-in area.
 - D. Any meeter or greeter.
6. "Positive control" of the passenger's baggage may be performed by:
 - A. The passenger himself/herself or an immediate family member.
 - B. Airport Law Enforcement Officer (LEO).
 - C. Hotel personnel.
 - D. Air carrier baggage service personnel.
7. A Failed Checklist Answer (FCA) provided by the passenger indicates that he/she:
 - A. Should be interrogated by the FBI or the FAA.
 - B. Has to be investigated by the airport police department.
 - C. Must be subjected to further resolution procedures (air carrier interview.)
 - D. Should be detained and questioned by a county Sheriff Deputy.
8. One of the Passenger Service Agent (PSA) duties is to resolve FCAs using:
 - A. Any questioning technique, as desired by the PSA.
 - B. The assistance of a qualified (certified interrogator) LEO.
 - C. Any method to achieve full cooperation of the passenger.
 - D. Fixed (pre-arranged) set of questions for each FCA.
9. The PSA will summon the Security Supervisor in the following cases:
 - A. Further resolution steps (beyond PSA authority) are required.
 - B. The passenger supplies conflicting answers or appears to be nervous/hesitant.
 - C. The passenger refuses to complete the checklist card or is uncooperative.
 - D. All of the above.
10. Some of the Security Supervisor functions are to:
 - A. Assist the PSA to check-in passengers during peak periods.
 - B. Interview passengers with FCAs not resolved by the PSA.
 - C. Evaluate answers and make decisions regarding further action required.
 - D. Both B and C above are correct.

11. A passenger interview is a:
- A. FAA interrogation, performed after each and every weapon discovery.
 - B. Fixed, arbitrary set of preventive questions performed only by the Security Supervisor.
 - C. Guided conversation between the PSA/Security Supervisor and the passenger.
 - D. Police investigation, performed at the LEO discretion.
12. "Leading questions" are questions generating answers that include:
- A. "Yes" or "no" and/or repetition of a part of the question text.
 - B. Incriminating statements.
 - C. Dishonest answers.
 - D. All of the above.
13. Whenever possible, the Security Supervisor should ask the passenger open-ended questions because:
- A. Such questions usually generate full answers.
 - B. Such questions normally generate partial answers.
 - C. The passenger cannot predict such questions.
 - D. Using such questions will expedite the interview.
14. "Softening statements" should be used frequently during passenger interview because:
- A. They identify the issue in question to the passenger.
 - B. They provide the best measure of deterrence possible.
 - C. They normally help improving passenger cooperation.
 - D. Both A and C above are correct.
15. Certain passengers who provide FCAs may be excluded from the interview.
- A. True.
 - B. False.
16. Under certain circumstances the Security Supervisor may summon a LEO for assistance.
- A. True.
 - B. False.
17. Each passenger interview must end up with baggage inspection.
- A. True.
 - B. False.

18. An item a passenger received to deliver will always dictate full baggage inspection.
- A. True.
 - B. False.
19. Terrorists do not typically utilize electronic items for bomb concealment.
- A. True.
 - B. False.
20. Any baggage inspection must be performed by the police/bomb disposal unit.
- A. True.
 - B. False.

Security Supervisor Initial Training
Quiz Version I -- Answer Sheet (Completed)
For Instructor Use Only

Name of Trainee: _____

Date: _____

Note: Circle your chosen answers (one answer per question):

Question

Answers

- | | | | | |
|-----|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| 1. | A | <input checked="" type="radio"/> B | C | D |
| 2. | A | B | C | <input checked="" type="radio"/> D |
| 3. | A | B | C | <input checked="" type="radio"/> D |
| 4. | <input checked="" type="radio"/> A | B | C | D |
| 5. | A | <input checked="" type="radio"/> B | C | D |
| 6. | <input checked="" type="radio"/> A | B | C | D |
| 7. | A | B | <input checked="" type="radio"/> C | D |
| 8. | A | B | C | <input checked="" type="radio"/> D |
| 9. | A | B | C | <input checked="" type="radio"/> D |
| 10. | A | B | C | <input checked="" type="radio"/> D |
| 11. | A | B | <input checked="" type="radio"/> C | D |
| 12. | <input checked="" type="radio"/> A | B | C | D |
| 13. | <input checked="" type="radio"/> A | B | C | D |
| 14. | A | B | C | <input checked="" type="radio"/> D |
| 15. | A | <input checked="" type="radio"/> B | | |
| 16. | <input checked="" type="radio"/> A | B | | |
| 17. | A | <input checked="" type="radio"/> B | | |
| 18. | A | <input checked="" type="radio"/> B | | |
| 19. | A | <input checked="" type="radio"/> B | | |
| 20. | A | <input checked="" type="radio"/> B | | |

**Security Supervisor Initial Training
Quiz Version I -- Answer Sheet**

Name of Trainee: _____

Date: _____

Note: Circle your chosen answers (one answer per question):

| <u>Question</u> | <u>Answers</u> | | | |
|-----------------|----------------|---|---|---|
| 1. | A | B | C | D |
| 2. | A | B | C | D |
| 3. | A | B | C | D |
| 4. | A | B | C | D |
| 5. | A | B | C | D |
| 6. | A | B | C | D |
| 7. | A | B | C | D |
| 8. | A | B | C | D |
| 9. | A | B | C | D |
| 10. | A | B | C | D |
| 11. | A | B | C | D |
| 12. | A | B | C | D |
| 13. | A | B | C | D |
| 14. | A | B | C | D |
| 15. | A | B | | |
| 16. | A | B | | |
| 17. | A | B | | |
| 18. | A | B | | |
| 19. | A | B | | |
| 20. | A | B | | |

5.2 Quiz Version II

QUIZ

Dupe Checklist System -- Resolution Procedures Security Supervisor Initial Training

Please read before you start:

- Mark your answers on the designated sheet provided. Do not write on this document.
 - Each question has only one proper answer. The proper answer is the one that is more applicable than others to the Dupe Checklist System and/or its associated resolution procedures.
1. The purpose of the Dupe Checklist System is to:
 - A. Provide procedures for the air carrier anti-drug program.
 - B. Identify air carrier employees who may harm flight operations.
 - C. Identify passengers who may pose a threat to the flight.
 - D. Supply pre-departure instructions to the In-flight Security Coordinator (ISC).
 2. A duped passenger is a:
 - A. Passenger who was tricked to carry a bomb on his/her flight.
 - B. Passenger addicted to drugs.
 - C. Passenger who is willfully carrying a loaded revolver in his belongings.
 - D. Unaccompanied minor age six years old or less.
 3. Who is likely to dupe a passenger?
 - A. A terrorist or other type of criminal.
 - B. Nobody.
 - C. The FBI, for true operational testing purposes.
 - D. Foreign and U.S. undercover intelligence agents.
 4. The Checklist card contains:
 - A. Bomb threat action procedures.
 - B. Preventive questions regarding the passenger's belongings.
 - C. Passenger fire evacuation procedures.
 - D. Screening checkpoint operational requirements.

5. "Immediate family member" is:
- A. The passenger's grandparents and children.
 - B. A passenger who is a family member of the air carrier employee.
 - C. Family members residing within a 2 mile radius from the passenger.
 - D. The passenger's parents, siblings, spouse and children.
6. A "questionable item" may be an item the passenger has obtained from:
- A. His/her child or spouse.
 - B. An unknown individual.
 - C. The airport duty-free shop.
 - D. The airport vending machine.
7. The "Resolution Procedure Steps" (RPS) provide the air carrier with:
- A. Set of questions and other instructions for each Failed Checklist Answer (FCA).
 - B. Emergency evacuation guidelines for passengers who provided FCAs.
 - C. Detention procedures of passengers who supply FCAs.
 - D. An opportunity to ignore selected FCAs.
8. Once the Passenger Service Agent (PSA) has identified an FCA, he/she should:
- A. Immediately summon the Security Supervisor .
 - B. Perform initial resolution and summon the Security Supervisor if required.
 - C. Detain the passenger and call the airport Law Enforcement Officer (LEO).
 - D. Summon security personnel from the screening checkpoint.
9. The Security Supervisor will resolve situations such as the following:
- A. The PSA has not been able to resolve an FCA.
 - B. The passenger exhibits signs of hesitation or nervousness
 - C. The passenger refuses to complete the checklist card.
 - D. All of the above.
10. Prior to performing any further questioning, the Security Supervisor must:
- A. Obtain all available pertinent information from the PSA.
 - B. Summon a LEO for back-up.
 - C. Inform airport security of the situation.
 - D. Obtain approval of the pilot-in-command.

11. The intent of the passenger interview is to:
- A. Deter criminals.
 - B. Provide the passengers with a sense of security.
 - C. Resolve FCAs.
 - D. Identify those passengers who are likely to be criminals or terrorists.
12. Open-ended questions are used to generate:
- A. Complete answers, other than "yes" or "no."
 - B. Confessions.
 - C. True answers.
 - D. Incriminating answers.
13. Leading questions are usually less useful than open-ended questions because:
- A. Open-ended questions are very lengthy.
 - B. They are not as easy to understand as open-ended questions.
 - C. Open-ended questions are more intrusive.
 - D. They provide the passenger with answers to choose from.
14. The interview should be carried in a non-confrontational manner, using:
- A. Proper terminology
 - B. Tact and courtesy.
 - C. Softening statements.
 - D. All of the above.
15. Some passenger interviews may result with no further action (no baggage inspection.)
- A. True.
 - B. False.
16. Any passenger who provided a FCA must be subject to an interview.
- A. True.
 - B. False.
17. Police and/or bomb disposal unit should never handle passenger's baggage.
- A. True.
 - B. False.

18. The Security Supervisor is not authorized to summon a LEO for assistance.
- A. True.
 - B. False.
19. An item a passenger received to deliver may dictate an inspection of that item only.
- A. True.
 - B. False.
20. Electronic items have been used frequently by terrorists to conceal bombs.
- A. True.
 - B. False.

Name of Trainee: _____

Date: _____

Note: Circle your chosen answers (one answer per question):

| <u>Question</u> | <u>Answers</u> | | | |
|-----------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| 1. | A | B | <input checked="" type="radio"/> C | D |
| 2. | <input checked="" type="radio"/> A | B | C | D |
| 3. | <input checked="" type="radio"/> A | B | C | D |
| 4. | A | <input checked="" type="radio"/> B | C | D |
| 5. | A | B | C | <input checked="" type="radio"/> D |
| 6. | A | <input checked="" type="radio"/> B | C | D |
| 7. | <input checked="" type="radio"/> A | B | C | D |
| 8. | A | <input checked="" type="radio"/> B | C | D |
| 9. | A | B | C | <input checked="" type="radio"/> D |
| 10. | <input checked="" type="radio"/> A | B | C | D |
| 11. | A | B | <input checked="" type="radio"/> C | D |
| 12. | <input checked="" type="radio"/> A | B | C | D |
| 13. | A | B | C | <input checked="" type="radio"/> D |
| 14. | A | B | C | <input checked="" type="radio"/> D |
| 15. | <input checked="" type="radio"/> A | B | | |
| 16. | <input checked="" type="radio"/> A | B | | |
| 17. | A | <input checked="" type="radio"/> B | | |
| 18. | A | <input checked="" type="radio"/> B | | |
| 19. | <input checked="" type="radio"/> A | B | | |
| 20. | <input checked="" type="radio"/> A | B | | |

Quiz Version II -- Answer Sheet

Name of Trainee: _____

Date: _____

Note: Circle your chosen answers (one answer per question):

| <u>Question</u> | <u>Answers</u> | | | |
|-----------------|----------------|---|---|---|
| 1. | A | B | C | D |
| 2. | A | B | C | D |
| 3. | A | B | C | D |
| 4. | A | B | C | D |
| 5. | A | B | C | D |
| 6. | A | B | C | D |
| 7. | A | B | C | D |
| 8. | A | B | C | D |
| 9. | A | B | C | D |
| 10. | A | B | C | D |
| 11. | A | B | C | D |
| 12. | A | B | C | D |
| 13. | A | B | C | D |
| 14. | A | B | C | D |
| 15. | A | B | | |
| 16. | A | B | | |
| 17. | A | B | | |
| 18. | A | B | | |
| 19. | A | B | | |
| 20. | A | B | | |

APPENDIX A

ACRONYMS

Appendix A: Acronyms

The following acronyms are used in the Dupe Checklist Program. They are defined in Appendix B:

- AOA - Air Operations Area
- AVSEC - Aviation Security
- BATF - Bureau of Alcohol, Tobacco and Firearms
- BIL - Baggage/Items Inspection Level
- DEA - Drug Enforcement Administration
- DOT - Department of Transportation
- EDS - Explosive Detection System
- FAA - Federal Aviation Administration
- FAR - Federal Aviation Regulation
- FCA - Failed Checklist Answer
- Security Supervisor - Security Supervisor
- ID - Identification media
- IED - Improvised Explosive Device
- INS - Immigration and Naturalization Service
- LEO - Law Enforcement Officer
- PRI - Passenger Requiring Inspection
- PSA - Passenger Service Agent
- RPM - Resolution Procedures Manual
- RPS - Resolution Procedures Steps
- TTT - Train-The-Trainer
- U.S. - United States

APPENDIX B
DEFINITION OF TERMS

Appendix B: Definition of Terms

The following terms are defined for the purpose of the Dupe Checklist System and its associated training program. Terms that are *italicized* in the text are defined elsewhere (alphabetically) in this appendix.

- **Air Operations Area (AOA)** - Any airport area designated for aircraft ground operations, to include takeoff, landing, taxiing, passenger boarding/deplaning, cargo loading/off-loading, refueling, maintenance and parking. Access to such areas is restricted to authorized individuals only.
- **Aviation Security (AVSEC) Contingency Plan** - *FAA* mandated security procedures designed to be implemented by the air carrier and airport authorities under defined threat levels.
- **Baggage** - All bags and items carried by the passenger on board his/her flight (*checked* and *unchecked baggage*.)
- **Baggage/Items Inspection** - Security search of baggage or items carried by a passenger defined as *Passenger Requiring Inspection (PRI)*. See also *Baggage/Items Inspection Level (BIL)*.
- **Baggage/Items Inspection Level (BIL)** - The type of security inspection to which baggage/items carried by a *Passenger Requiring Inspection (PRI)* are subjected. The appropriate level of inspection is determined by the outcome of the resolution procedure (passenger interview) performed.
- **Belongings** - See "Baggage".
- **Bomb** - A complete, workable sabotage device consisting of a *timing (delay) piece*, *detonator* and *explosive*. Also known as *Improvised Explosive Device (IED)*.
- **Bureau of Alcohol, Tobacco and Firearms (BATF)** - A U.S. Department of Treasury administration and enforcement agency.
- **Carry-on items** - All bags and items taken by the passenger into the aircraft passenger cabin.
- **Checked baggage** - Baggage accepted from the passenger for loading into the aircraft baggage compartment.
- **Checklist card** - A written list of preventive questions. Completed by passengers under certain aviation security conditions (threat levels).

- **Department of Transportation (DOT)** - A U.S. government department administering issues related to transportation (ground, maritime and aviation).
- **Detonator** - A component of a bomb that is essential in order to detonate a high *explosive*. Also known as a blasting cap or initiator.
- **Drug Enforcement Administration (DEA)** - A U.S. Department of Justice law enforcement agency.
- **Dupe Checklist System** - A security procedure intended to identify passengers who may be unwittingly carrying bombs or incendiary devices.
- **Duped passenger** - A passenger who is unaware he/she is carrying a *bomb* or *incendiary device* aboard his/her flight.

Explosive - A mixture of chemical substances that explodes if detonated.

Explosive Detection System (EDS) - Baggage inspection equipment that automatically find and report explosives.

- **Failed Checklist Answer (FCA)** - An answer checked by the passenger on the *checklist card*, indicating that he/she needs to be subjected to further resolution procedure.
- **Federal Aviation Administration (FAA)** - An agency of the United States (U.S.) Department of Transportation (DOT). Sets standards, regulates and monitors civil aviation activities, including air carrier and airport security.
- **Federal Aviation Regulation (FAR)** - A regulation issued by the FAA.
- **Immediate family member** - An individual reported by the passenger as his/her parent, sibling, spouse or child.
- **Immigration and Naturalization Service (INS)** - A U.S. Department of Justice administration and enforcement agency.
- **Improvised explosive device (IED)** - See "*Bomb*".
- **Incendiary device** - An improvised sabotage device consisting of a flammable or combustible substance, usually confined in a solid container such as a bottle or a plumbing pipe.
- **Interview** - A guided conversation between the air carrier's PSA or Security Supervisor and the passenger, intended to resolve *Failed Checklist Answers (FCA)*

provided by the passenger on the checklist card. Also known as "questioning."

- **Law enforcement officer (LEO)** - A police officer.
- **Leading question** - A question resulting in an answer of "yes" or "no", or a question that generates an answer repeating a part of the questions text.
- **Open-ended question** - A question intended to generate a complete answer, other than "yes"/"no" or repeating a part of the questions text.
- **Passenger Requiring Inspection (PRI)** - A passenger whose baggage and/or other items are subjected to a special security inspection. A PRI status is determined by evaluating the outcome of the resolution procedure performed in accordance with the *Dupe Checklist System*.
- **Passenger Service Agent (PSA)** - An air carrier employee providing ground services to the passenger.
- **Positive control** - Visual control of the passenger's *belongings* performed by himself/herself or an *immediate family member*.
- **Preventive questions** - Security-related questions, designed to confirm that the passenger is aware of his/her baggage contents, and is not carrying any *questionable items*.
- **Security Supervisor** - An air carrier's designated employee (usually a supervisor/manager) whose duty is to ensure proper performance of -- and compliance with -- all security requirements. The Security Supervisor function is required by *FAR* 108.10.
- **Questionable item** - *Any* package, object or baggage acknowledged by the passenger to have been either (1) received from an *unknown individual*, or (2) out of *positive control* for any length of time, or (3) packed by an *unknown individual*.
- **Questioning** - See "*Interview*."
- **Reassurance statement** - An explanation given to the passenger by the interviewer stating that the questioning is performed for safety reasons only, not law enforcement purposes, and it has nothing to do with law enforcement agencies such as the DEA, INS, BATF , Customs or police.
- **Resolution Procedures Manual (RPM)** - A security reference manual covering passenger questioning procedures and related information.

- **Resolution Procedures Steps (RPS)** - Sequential lists of interview questions, guidelines and requirements to be performed by the air carrier.
- **Satisfactory answer** - An answer provided by the passenger in the course of the resolution procedure performance, judged by the air carrier to be acceptable based on procedures, facts and/or circumstances.
- **Softening statement** - An interview technique utilized to conduct questioning in a non-confrontational manner to help achieve cooperation. A softening statement will always be followed by a question. For example, if the passenger indicated on the checklist card that he/she did not pack his/her baggage, a possible softening statement and a follow-up question would be: "I understand that your baggage was not packed by you, could you please tell me who packed it?"
- **Timing device** - A device -- mechanical, chemical, electronic or electrical, used to initiate the *detonator* in a *bomb* or to ignite an *incendiary device* at a predetermined time.
- **Unchecked baggage** - See "*Carry-on items*."
- **Unknown individual** - Any individual reported by the passenger under the program who is not the passenger's *immediate family member* or *well known individual*. This includes distant relatives, friends, colleagues and acquaintances.
- **Unsatisfactory answer** - An answer provided by the passenger in the course of the resolution procedure performance, judged by the air carrier to provide insufficient factual and/or circumstantial information.
- **Well known individual** - A long term acquaintance or relative who is known and trusted to the same extent as an *immediate family member*.

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APPENDIX C
TRAINING TIPS

Appendix C: Training Tips

The following tips are based upon extensive experience in aviation security training. Observing these tips should prove to be helpful in enhancing training effectiveness.

1. Instructor Interest

The trainer should show interest in the students and the subjects discussed. To the extent possible, the instructor should incorporate examples from past aviation security incidents throughout the training process. In addition, the trainer should be totally familiar with the Dupe Checklist System, the Resolution Procedures Manual (RPM) and the training program.

2. Distribution of training material

Distribution of training aids and reference material (such as handouts or the RPM) to a large group of students should be performed prior to session starting time. Distribution of such material during lectures disrupts the training process.

3. In-Class Discussions

In-class discussions increase student interest in the material presented. Trainees should be encouraged to participate.

4. Question & Answer Periods

Trainees should be given ample time for questions throughout the training.

5. Breaks

Students and instructors need breaks during training. Breaks help students stay alert. Breaks provide the trainer with the time necessary for preparations between sessions. Ten to fifteen minute breaks every 45 minutes of training are recommended.

APPENDIX D

TRAINING REQUIREMENTS AND MATERIAL RESOURCE IDENTIFICATION

Appendix D: Training Requirements and Material Resource Identification

1. Security Supervisor

Security Supervisor will receive initial training on the Dupe Checklist System and the RPM. Thereafter, each Security Supervisor will undergo an annual recurrent training. The initial and recurrent training sessions will be incorporated into the air carrier FAA approved Security Supervisor training program.

The following training resources will be used:

- a. Dupe Checklist System, Resolution Procedures, Instructor's Guide for Security Supervisor Initial Training;
- b. Dupe Checklist System, Resolution Procedures, Instructor's Guide for Security Supervisor Recurrent Training;
- c. Video presentation: Passenger Interview; and
- d. RPM (each trainee will receive a copy of the manual prior to initial training).

2. Passenger Service Agent (PSA)

The air carrier PSAs will be provided with appropriate training just prior to implementation of the Dupe Checklist System.

The following training resources will be used:

- a. Dupe Checklist System, Resolution Procedures, Instructor's Guide for Security Supervisor Initial Training, Lesson IV: Resolution Procedures Steps (RPS);
- b. Video presentation: Passenger Interview; and
- c. RPM. Each PSA will receive a copy of Section 7: Failed Checklist Answers (FCA) Resolutions prior to training.